

**NATIONAL PROFESSIONAL
ASSOCIATION OF
CONDOMINIUM AND
PROPERTY MANAGEMENT
ENTERPRISES (TIVOSZ)**

SURVEY OF OPINIONS

Prepared for



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SURVEY QUESTIONNAIRE

Next to the possible answers is a code number. Circle the number where you think the answer fits your company or is nearest to your opinion. At the tables we wrote the answers in the heading. Where there is empty space under the question, write your opinion in your own words. Thank you in advance for your cooperation.

When did you or your company join TIVOSZ?

In October, 1997 (you are a founding member)

In (month) (year)

Not yet joined, have submitted the application to become a member

Not yet joined, have submitted the application to become a supporting member

Did you join in connection to a specific event ?

Yes

No

If yes, what was the event?

The foundation of the association

The conference in January 1998

The conference in March 1999

The conference in April 1999

The advertisement of the Association

A member of the Association directly contacted you

Other, namely:

Why did you join TIVOSZ? Please mark the 3 most important reasons that played a role in making you join the Association!

The initiative taken by the USAID in order to form the Association made you join

Because of the professional assistance available through the Association

The opportunity to influence government decisions

The opportunity to take part in professional trainings

The opportunity to receive the most recent information concerning the property management profession

In order to increase the general prestige of the profession

The Association makes it possible to advertise your company, to have more effective

marketing

In order to become part of a larger group dealing with similar issues

Because of the opportunity to take part in the activity of the Association

Other, namely:

To what extent have your hopes been realized concerning the reasons you marked above?

Please use the marks applied in schools from 1 to 5, where 1 means that your expectations have not been realized at all and 5 means that they have been completely realized.

Because of the professional assistance available through the Association

The opportunity to influence government decisions

The opportunity to take part in professional trainings

The opportunity to receive the most recent information concerning the property management profession

In order to increase the general prestige of the profession

The Association makes it possible to advertise your company, to have more effective marketing

In order to become part of a larger group dealing with similar issues

Because of the opportunity to take part in the activity of the Association

Other, namely:

Do you (or your colleagues) make use of the following services?

Regular newsletter

Internet homepage

Ethical committee

Professional conferences

Professional trainings for the management of the companies

Professional trainings for the staff of the companies

Professional tours

The compulsory professional training program for property management companies

The opportunity to give your opinion on the regulatory issues concerning the profession in the decision making stage

Making use of the summaries on legal issues and changes prepared by TIVOSZ

The opportunities for the members to appear personally and to advertise their company

Other services provided by the Association, namely:

Please mark how satisfied you are with the above mentioned services you have made use of! Please use the marks from 1 to 5 again, where 1 means that you are not satisfied at all and 5 means that you are fully satisfied.

Regular newsletter

Internet homepage

Ethical committee

Professional conferences

Professional trainings for the management of the companies

Professional trainings for the staff of the companies

Professional tours

The compulsory professional training program for property management companies

The opportunity to give your opinion on the regulatory issues concerning the profession in the decision making stage

Making use of the summaries on legal issues and changes prepared by TIVOSZ

The opportunities for the members to appear personally and to advertise their company

Other services provided by the Association, namely:

What topics would you like to read about in the regular newsletter?

Would you personally like to write in the newsletter?

Yes

No

If you would like to write, about what topics?

Would you like your company to be introduced in the newsletter?

Yes

No

What kind of new services do you think would be useful for property management enterprises?

What topics would you like to hear about in the professional trainings in the future?

Are you a board member of TIVOSZ?

Yes

No

Are you a member of a committee in TIVOSZ?

Yes

No

If yes, which committee?

If you are not a member of any committee, has anyone from TIVOSZ contacted you to invite you to take part in the work of one of the committees?

Yes

No

If you are not a member of any committee, why are you not a member? Please, mark the three most important reasons.

You do not have enough time

You do not think you have the necessary expertise

You have never been asked

You live too far to take part in the meetings

There are already enough people in the committees

You do not know anyone in the board

You pay the membership fee so that you do not have to take part in the work

Other reasons, namely:

Which of the following areas related to property management you think are the strength of the company and which are the ones where you need help most. Please mark from 1 to 5 again, where 1 means that the company needs help in the given area and 5 means that it is a strength of the company.

Legal issues

Accounting, administration

Computers in the office

Planning, organizing and performing renovations and planned maintenance

Collection of arrears

Contact with the customers, conflict management

Planning common costs, financial management

Contact with utility companies and offices

Inviting bids from contractors, selecting them and concluding contracts

Knowledge of the latest technologies

Knowledge of financial and banking services

Other, namely:

In the areas which you think are the strength of your company would you be ready to do the following within the framework of TIVOSZ?

Making presentations

Preparing publications (articles)

Taking part in the preparation of training material

Being an instructor

Taking part as an office-bearer (e.g., chairman of a committee)
Other role, namely:

In the areas where your company needs help, would you be ready to receive help or advice?

Yes
No

If yes, in what form do you think help would be useful?

If not, why would not you accept help?

How satisfied are you with TIVOSZ in the following areas? Please mark from 1 to 5 again, where 1 means that the given area is a weak point of TIVOSZ and 5 means that it is one of its strengths. The other numbers mean something in between the two.

Newsletter
Internet homepage
Conferences
Government lobbying
Professional training
Professional counseling
Providing updated professional information
Getting the members involved
The work of the ethical committee
Contacts with the members
The relationship between the management and the members
Other, namely:

In your opinion the annual membership fee of the Association:

Too low
Just right
Too high

Answer this question only if you make use of at least two services of the association. Do you think that in view of the services provided the present annual membership fee is:

Too low
Of equal value
Too high

Which of the following reasons do you think can explain why other property management companies have not joined TIVOSZ? Please mark from 1 to 5 again, where 1 means that it does not explain it at all, while 5 means that it is a very important reason.

They do not know the Association at all
They do not know the Association well
They do not need the services provided by the Association
They do not think there is a reason for the existence of such an Association
For personal reasons
Because of the high membership fee
They are members of another association they are satisfied with
They do not have time to take part in the life of the Association
They pay the membership fee in the Chamber and do not want to pay more
The services provided by the Association are not important for them
They do not know whether they can become members or not
Other, namely:

What do you think the three most important tasks for TIVOSZ are in the next year?

Do you know property managers in you own city (area) which are not members of TIVOSZ?

Yes
No

If yes, would you like to ask them to join the Association?

Yes
No

If not, why would not you like to ask them?

Do you think that property management companies not members you know would like to join TIVOSZ?

Yes
No

If not, what do you think the reason for that is?

If you have any other suggestions concerning the activity of the Association, please tell us about it in detail!

Information on the Company

The area where your company is active (where it manages units):

In Budapest
In other cities, namely:

The ownership form of the company:

- Private enterprise
- Municipality housing management company
- Housing cooperative
- Other, namely:

The number of residential units managed at present:

The number of non-residential units (shops, offices, etc.) managed at present in a non-residential building:

About how many percent of the total annual income of the company is made up of management of residential buildings?

- Under 25%
- 26-50%
- 51-75%
- Above 75%

About how many percent of the total annual income of the company is made up of management of residential buildings on a contractual basis (e.g., in the case of housing cooperatives the management of condominiums, letting rooms for rent)

- Under 25%
- 26-50%
- 51-75%
- Above 75%

The official status of the company:

- Individual entrepreneur (it cannot be)
- Limited partnership (Bt.)
- Ltd. (Kft.)
- Shareholders company (Rt.)
- Housing cooperative
- Other

Are you or your company a member of any of the following organizations aimed at the representation of interests?

- Camber of Commerce and Industry
- The Association of Hungarian Property Managers (HAREM)
- The National Association of Housing Cooperatives (LOSZ)
- The Interest-Representing Professional Association of Housing Cooperatives and Condominiums (LÉTESZ)

The National Association of Cerberus Condominium Management Clubs
The Association of Condominium Common Representatives
Other, namely:

THANK YOU FOR FILLING OUT THE QUESTIONNAIRE!

SURVEY OF OPINIONS CONCERNING TIVOSZ

SUMMARY

Most of the companies involved in the survey besides TIVOSZ are members of the Association of Condominium Common Representatives and the Chamber of Commerce and Industry. Most of these companies joined TIVOSZ in October, 1997. Most were motivated mainly by the advertising opportunities for their companies and by the opportunity to take part in the work of the Association, but many were influenced by the initiative by the USAID to create the Association and the opportunity to influence government decisions. The companies think other property management enterprises have not joined TIVOSZ primarily either because they do are not yet familiar with TIVOSZ or because they are members in similar associations. The least common reason for non-membership is lack of interest in Association activities.

The service provided by TIVOSZ used most often by the member enterprises are the professional conferences but most of the members subscribe to the newsletter and use the summaries prepared about legal issues and changes as well. The members were most satisfied with the professional conferences and the regular newsletter and also had a positive opinion of the updated professional information provided by the Association (the legal summaries mentioned above) and generally of the professional counseling as well. According to most of the enterprises the amount of the annual membership fee is acceptable and is in proportion with the services provided in exchange. There were no significant differences between the companies in Budapest and in other cities concerning the evaluation of the services.

In the regular newsletter the companies like to read most about the system of subsidies available for the renovation of residential buildings and the other financial opportunities concerning property management. Half of the representatives of the enterprises would like to have their publications in the newsletter and most of them would really like to see their companies introduced in the newsletter.

The representatives of the companies think that the collection and the distribution of professional information would be a useful task for the Association in the future and more specifically information on the opportunities for investment, development and credit. They would like to hear about these issues in the professional conferences as well.

The enterprises contacted by us through letters think that in the areas related to the profession mainly the knowledge of financial and banking services, common planning of costs and financial management and accountancy and administration are the strengths of their company. In these topics several participants in the survey would be ready to perform tasks like making presentations, preparing training material or professional training. Most of the companies need help mainly in the knowledge of technical solutions and the collection of arrears. Nearly all of them would accept help or advice from the Association in the areas where they feel that they are not informed or effective enough. Most of the companies think that assistance should take place in the form of consultations, individual

counseling and publishing professional literature concerning the problems.

INTRODUCTION

In May of 1999 Szonda Ipsos performed a survey through questionnaires (sent back on a voluntary basis) on the evaluation of the National Professional Association of Condominium and Property Management Enterprises and on other opinions concerning the Association and property management profession by asking 14 enterprises, most of which are members of the Association. We asked the managing directors of the companies to answer the questions.

As the number of questionnaires sent back is rather small, in our analysis we concentrate mainly on the distribution not of the percentage but the actual number of the participants.

THE COMPOSITION OF THE SAMPLE

Half of the companies are active in Budapest and the other half in other cities. Seven of them are in private ownership and the rest is owned by housing cooperatives and municipality owned enterprises. Half of the companies are housing cooperatives, four are limited liability companies (Kft) and three are limited partnerships (Bt).

Half of the enterprises manage 1,800 or even more residential units and 5 of the 14 companies are involved in the management of residential property only (the others manage non-residential property, for example shops and offices as well).

More than three quarters of the total income of most of the enterprises (12) is made up of management of residential property. The income from managing residential buildings *on a contractual basis* makes up only a quarter of the total annual income in half of the companies and this proportion is above 50 percent only in the case of three enterprise involved in the survey.

The Composition of the Sample

<i>According to the area of their operation:</i>	
Budapest	7
Other cities	7
<i>According to forms of ownership:</i>	
Private enterprise	7
Municipality housing maintenance company	3
Housing cooperative	4
<i>According to the number of residential units managed at present:</i>	
0-1800	7
1801-3200	3
3201-4700	4
<i>According to the number of non-residential units managed at present:</i>	
0-2	6
3-50	2
51-148	1
149-1000	2
No answer	3
<i>According to the percentage of residential property management in the total yearly income of the company:</i>	
Under 25%	1
26-50%	1
51-75%	0
Above 75%	12
<i>According to the percentage of property management performed on a contractual basis in the total yearly income of the company:</i>	
Under 25%	7
26-50%	2
51-75%	1
Above 75%	2
No answer	2

MEMBERSHIP IN THE ASSOCIATION AND THE FACTORS MOTIVATING THE ENTERPRISES TO JOIN***Membership in the Different Organizations of Property Management Companies***

Most of the enterprises in the survey are members of the Association of Condominium Common Representatives and the Chamber of Commerce and Industry. There were two members of both the Association of Hungarian Property Managers (HAREM) and the Professional Interest-Representing Association of Condominiums (LÉTESZ) among the enterprises we contacted and one member of both the National Association of Housing Cooperatives (LOSZ) and the National Association of Cerberus Condominium Management Clubs (CTKOSZ).

Nearly half of the enterprises in the survey are members in other associations as well, the Interest-Representing Association of Housing Managers (LÉSZ), the Association of Condominium Owners (TTE), the Székesfehérvár Property Management Association

and the Company Directors Club were specifically mentioned in the questionnaire.

Are you or your company a member of any of the following interest-representing organizations?

	MEMBER	NOT A MEMBER	NO ANSWER
Chamber of Commerce and Industry	9	4	1
Association of Hungarian Property Managers (HAREM)	2	10	2
National Association of Housing Cooperatives (LOSZ)	1	11	2
Professional Interest-Representing Association of Condominiums (LÉTESZ)	2	10	2
National Association of Cerberus Condominium Management Clubs	1	11	2
The Association Condominium Common Representatives	0	12	2

The Time of Joining the Association

Seven of the companies in the survey joined TIVOSZ in October 1997 and five joined last year.¹ One of the companies is not a full member yet but has applied to be a supporting member.

Joining was related to a specific event in 11 cases: in the case of five enterprises it was the foundation of the Association and three enterprises joined in relation to the conference in January 1998. The other members were motivated to join through personal contact by the Association or while taking part in the preliminary organizational work in 1997.

The Main Motivation Factors Towards Joining the Association

In the case of most of the companies² the assumption that the association can provide an opportunity to advertise the company played a role in their decision to join (thinking that it can help them to be more effective in their marketing activities) besides the opportunity opened for the members to take part in the work of the Association. Nine companies were motivated to join by the initiative of the USAID to create the Association and by the opportunity to influence government decisions.

At half of the enterprises joining TIVOSZ the professional assistance available

¹ In January, March and July of 1998

² In 10 of the 14 companies

through the Association, the opportunity to be part of a larger group dealing with similar issues and increasing the prestige of the profession also proved to be factors to motivate them; while taking part in professional trainings and the opportunity to be informed about the latest developments in the profession provided inspiration to join the Association for less than half of the companies³ in the survey.

In the case of several companies⁴ other considerations also played a role but they did not specify in the questionnaire what these considerations were.

SERVICES PROVIDED BY TIVOSZ

The Motivation Factors Conforming to the Expectations and the Ones Not Fulfilling the Hopes Attached to Them

As the proportion of the enterprises answering this question was low, we draw conclusions concerning the fulfillment of those expectations about which more than eight enterprises expressed their opinion. In this respect we can talk about the evaluation of three motivation factors.

According to the answers taking part in professional trainings fulfilled the hopes attached to it the most.⁵ Receiving information on the latest developments in property management was below the expectations of the members and the success of increasing the prestige of the information was just average.

To what extent have the hopes you had when joining the Association been fulfilled?

Reason for Joining	AVERAGE RATING (1-5)
The opportunity to take part in professional trainings	4.00
The opportunity to be informed about the latest developments in the property management profession	3.90
Increasing the prestige of the profession	3.13

Making Use of the Services Provided by TIVOSZ

The highest proportion of the members⁶ make use of the opportunity to take part in professional conferences but the majority of them also subscribe to the regular newsletter, give their opinion on the regulatory issues concerning the profession and use the summaries on legal issues and changes prepared by TIVOSZ as well.

³ In the case of six and five companies

⁴ In five companies

⁵ In a scale of five, it received an average of 4

⁶ 13 out of 14

Nearly half of the companies also attend the professional trainings for the management and the staff. However, only five companies make use of the compulsory professional training program and even fewer of them take part in professional tours and only a few enterprises use the opportunities provided for advertising member-enterprises too.

Do you (or your colleagues) make use of the following services?

	YES	NO	NO ANSWER
Regular newsletter	11	2	1
Internet homepage	1	11	1
Ethical committee	0	11	2
Professional conferences	13	1	0
Professional trainings for the management of the companies	6	7	1
Professional trainings for the staff of the companies	7	7	0
Professional tours	2	10	2
The compulsory professional training program of property management enterprises	5	3	6
Giving opinions on regulatory issues concerning the profession in the preparatory stage of decision making	10	2	2
Making use of the summaries prepared by TIVOSZ on legal issues and changes	9	4	1
The opportunities provided for members to appear personally and to advertise their companies	3	9	2

The Evaluation of the Services Provided by TIVOSZ

The proportion of those giving an evaluation of the services they make use of was also low, so here again we only draw conclusions from the evaluation of the services where at least 8 or more of the 14 enterprises gave their opinion. The companies were the most satisfied with the professional conferences, the regular newsletter and the summaries prepared on legal issues and changes.

The opportunity to give their opinion in advance on the regulatory issues concerning the profession was less favorably rated by the enterprises, with an average of 3 in a scale of five.

How satisfied are you with the services you make use of?

The Services	AVERAGE RATING (1-5)
--------------	----------------------

Professional conferences	4.62
Regular newsletter	4.25
The summaries prepared by TIVOSZ on legal issues and changes	4.11
The opportunity to give opinion on the regulatory issues concerning the profession in the preparatory stage of decision making	3.00

Concerning the evaluation of the services provided by the Association there was no significant difference between the enterprises in Budapest and in other cities. It is worth noting just for the sake of interest that the enterprises in Budapest were somewhat more satisfied with most of the services, except the Internet homepage, which was appreciated positively by somewhat more companies in other cities.

OPINIONS CONCERNING THE NEWSLETTER OF THE ASSOCIATION

The Topics Preferred by the Profession in the TIVOSZ Newsletter

In the regular newsletter the companies surveyed would like to read about the system of government subsidies (perhaps grants) available for the renovation of residential buildings and the practical patterns of their operation. They would be happy to read publications about other financial opportunities concerning property management, for example on other (non-government) credit options and condominium-insurance and preliminary savings opportunities.

Several enterprises would be happy to see articles on the changes in the legislation⁷ and the regulations concerning the profession but the members were also interested in publications about specific problems and their possible (or successful) solutions. The enterprises also suggested featuring publications on the comparison of organizations of property managers by regions and on different construction technologies used in renovations in the newsletter.

Professional Issues Concerning the Management of the Companies

Half of the representatives of property management companies we contacted in letters said that they would like to write publications in the newsletter. They said that they would like to write about the following topics and professional issues:

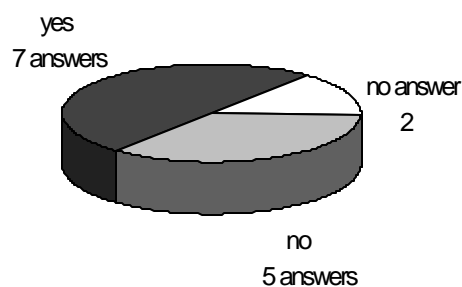
- The organization of renovations of buildings
- The (legal and economic) issues concerning the profession and the expected effects of their changes
- The proposals for changing the law and the outcome of these proposals
- The introduction of the situation of property management in a certain region
- The possible expert solutions of practical problems

⁷ The law on condominiums and the Civil Code in relation to it

Professional trainings and in-service trainings
News about the Association
The introduction of their own company

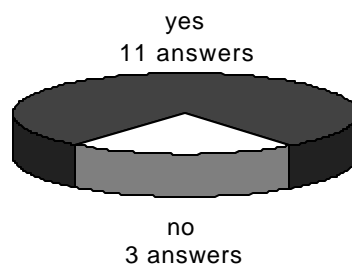
The majority of the members surveyed (11 companies) would especially like to see their own company introduced in the regular newsletter. There is no significant difference between the companies in Budapest and in other cities; the majority in both categories would like to see an introduction of their companies in the newsletter.

Would you personally like to write in the newsletter?



0

Would you like to see your company introduced in the newsletter?



0

SUGGESTIONS ABOUT THE OPERATION OF THE ASSOCIATION IN THE FUTURE

Suggestions on New Services by the Association

The representatives of the companies were also asked about what kind of (other) services by the Association they thought would be useful for the property management

enterprises. They usually thought that the collection and distribution of professional information should be a new task for the Association, more specifically, information in the individual regions on opportunities of investment, development and credit. In the same way, as another future service they think counseling could be organized in legal and taxation issues but they would also be happy to have more professional trainings and other meetings offering an opportunity for the exchange of information.

Suggestions on the Topics of Professional Trainings

In the professional trainings organized by TIVOSZ the members surveyed would like to hear about the following topics in the future:

- Laws, regulations and financial opportunities related to the property management profession
- Accountancy, administration, financial management
- Problem areas related to daily practice, good experience (e.g., successful results of tenders, methods of collecting arrears, methods of choosing the contractor)
- Harmonizing the tenders in practice (on local level and in Budapest)
- Professional training of company directors and the training of professionals in general
- Attic conversions, construction technologies and organizing renovations
- Managing conflicts
- The relationship of condominiums with municipalities, banks, insurance companies, communal service suppliers and utility companies

MEMBERSHIP IN THE COMMITTEES AND IN THE BOARD OF THE ASSOCIATION

The overwhelming majority⁸ of the representatives of the companies we asked are not members in the Board of TIVOSZ and only six of them are members in other committees. Two of them are members of the Supervisory Committee, two in the Training Committee and there is a secretary, an editor of the newsletter and a member of the Ethical Committee as well.

Out of the eight property management enterprises whose representatives are not members in any of the committees of TIVOSZ seven have not been asked to take part in the work of the committees.

The representatives of enterprises not taking part in the activity of the committees usually said this is because they do not have enough time.⁹ Four of them said that they have never been asked to participate, three thought that it was a disadvantage that they lived too far to take part in the meetings and there was one who thought they pay the membership fee so that they do not have to take part in the work of the committees. Only two of those not taking part in the work of the committees thought that they do not have the expertise required for participation.

⁸ 12 people

⁹ Five enterprises

The proportion of those in the Board and in the different committees of TIVOSZ is the same among the enterprises in Budapest and in the ones in other cities as well.

THE STRENGTHS AND WEAKNESSES OF PROPERTY MANAGEMENT ENTERPRISES

The enterprises think that among the professional areas mainly the knowledge of financial and banking services, common planning of costs and management and accountancy and administration are the strengths of their companies. They say that they need help mainly in the knowledge of the latest technical solutions and in the area of collecting debts but they also thought their legal knowledge and their relationship with the utility companies was also rather average .

They see their own enterprise in a somewhat more positive light concerning the relationship with the customers (conflict management), the renovations, maintenance and the use of computers in the office.

Which of the following areas related to property management do you think are the strengths of your company and which are those where you need help most?

Areas	AVERAGE RATING (1-5)
The knowledge of financial and banking services	4.08
Accounting, administration	3.92
Planning common costs, financial management	3.92
Relationship with the customers, managing conflicts	3.71
Computers in the office	3.62
Tenders for contractors, selecting them and making the contracts	3.54
Planning, organizing and performing renovations and organized maintenance	3.50
Relationship with the utility companies and the offices	3.31
Legal issues	3.23
The knowledge of the latest technologies	3.08
Collection of debts	2.92

GETTING INVOLVED IN THE ACTIVITY OF TIVOSZ

In the topics related to the areas they thought were the strengths of their company, the representatives of five companies would be ready to make presentations. Half of the people in the survey would also take part in the preparation of publications and four in compiling training material. Nearly half of the representatives of the enterprises¹⁰ would be ready to take part as instructors in the training activity of the Association and some would be ready to be office-bearers and to take other roles concerning the Association as well.

¹⁰ Six people

In the areas you think are the strengths of your company would you like to be involved in the following activities of TIVOSZ?

	YES	NO	INVOLVED ALREADY	NO ANSWER
Making presentations	5	5	2	2
Preparing publications (articles)	7	4	0	3
Taking part in the preparation of training material	4	6	1	3
Taking part as a trainer	6	3	1	4
Taking part as an office-bearer	5	3	3	3
Other roles	2	1	0	11

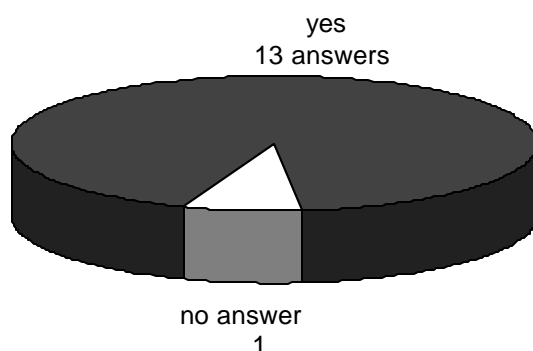
The willingness of the people in the survey to get involved in the activity of TIVOSZ does not depend to a large extent on whether their enterprise operates in Budapest or in other cities. Although the people in other cities are somewhat more ready to be office-bearers and to take part in the preparation of training material, while the people in Budapest would be more ready to prepare publications and make presentations. These differences, of course, are not significant and we cannot make generalizations about a larger section of the profession owing to the small number of the enterprises in the survey.

THE PREFERRED FORMS OF ASSISTANCE TO BE PROVIDED BY TIVOSZ

All the property management enterprises but one would accept assistance or advice from the Association in the areas they think they need help. There is no difference again between the enterprises in Budapest and the ones in other cities, the number of companies accepting assistance and advice is the same in both categories.

Five of the enterprises in the survey think that this assistance should be in the form individual counseling sessions and other consultations, while according to others professional literature (e.g., newsletters, other forms of publications) would also be suitable for this purpose, still others think that counseling could take place within the framework of training courses.

**In the areas where your company needs help,
would you accept assistance and advice?**



THE GENERAL ASSESSMENT OF THE ACTIVITY OF TIVOSZ

The Assessment of the Activity of the Association

The companies on the whole were most satisfied with conferences and the newsletter among the services of TIVOSZ, but their assessment of the updated information and the professional counseling provided by the Association was also positive. At the same time they thought that relationship between the members and the leadership and the liaison with the members was average, while lobbying with the government and getting the members involved was negative compared to the other areas of activity.

The opinions of the enterprises in Budapest and the ones in other cities are not significantly different in the assessment of any areas of service.

How satisfied are you with TIVOSZ in the following areas?

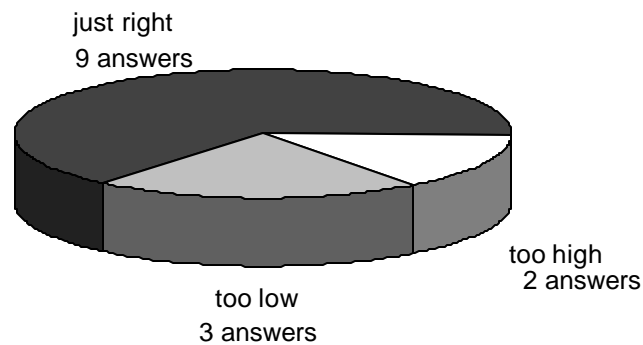
Area of Service	AVERAGE RATING (1-5)
Conferences	4.85
Newsletter	4.15
The provision of updated information	3.58
Professional training	3.44
Professional counseling	3.42
The work of the ethical committee	3.17
Liaison with the members	3.15
The relationship of the members and the leadership	3.15
Internet homepage	3.00
Lobbying with the government	3.00
Getting the members involved	2.73

Opinions on the Annual Membership Fee

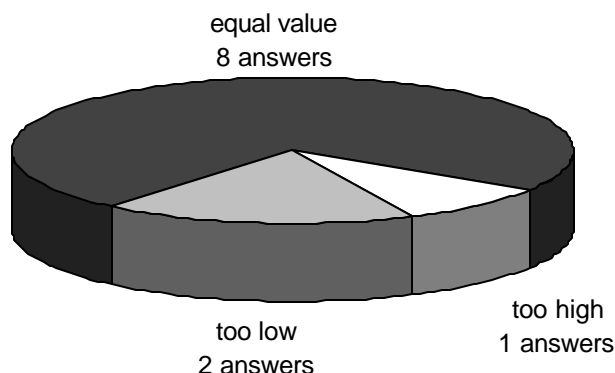
The annual membership fee of the Association is just the right amount according to most of the members surveyed (9 companies). The majority of the 11 companies (8 companies) which make use of two or more of the Association's services think that the present annual membership fee is of equal value to the services provided and the representative of only one enterprise complained about the high fee.

The number of enterprises that thought the membership fee was high was higher in Budapest and somewhat more of the representatives of companies in other cities thought that the membership fee is sometimes actually too low especially compared to the services provided in exchange. This difference, of course, is insignificant and we cannot make generalizations concerning a larger section of the profession, especially in view of the extremely small number of enterprises in the survey.

Do you think that the annual membership fee of the Association is too low, just right or too high?



Do you think that the annual membership fee is too low, equal value or too high compared to the services provided?
(among those who make use of at least two services N=11)



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THE PROPERTY MANAGEMENT ENTERPRISES OUTSIDE TIVOSZ

The Main Reasons for Not Joining the Association

According to the companies surveyed the most important reason why other property management enterprises have not joined TIVOSZ is that they do not know the Association well enough. Another factor that plays a role here is that many enterprises are already members in one or more similar association, interest-representing group or club.

The company directors surveyed think that the lack of knowledge about the membership criteria is also an important factor in keeping companies away from TIVOSZ and must also note that most of the company leaders would not have time to take part in the activity of the Association.

The reason that other companies do not join TIVOSZ is not really because they question the quality or the usefulness of services provided by the Association but rather that they are members of one or more other association and they do not want to pay a membership fee and to take an active part in the work in more than one organization.

What role do you think the following reasons play in keeping away other companies involved in property management from joining TIVOSZ?

Reasons	AVERAGE RATING (1-5)
They do not know the Association well enough	4.23
They do not know the Association at all	3.17
They are members of (an)other association(s) they are satisfied with	3.17
They do not have time to take part in the activity of the Association	2.67
They do not know whether they can become members or not	2.64
They already pay the membership fee to the Chamber and do not want to pay more	2.62
For personal reasons	2.45
Because of the high membership fee	2.27
The services provided by the Association are not suitable for them	2.27
They do not need the services provided by the Association	2.25
They do not think that there is a need for such association	2.18

The Assessment of the Willingness of the Enterprises Outside TIVOSZ to Join the Association

Most of the leaders of enterprises we contacted¹¹ know property managers in their city or in their area which are not members of TIVOSZ and there is no difference between Budapest and other cities in this respect. The people surveyed in both categories know as many potential TIVOSZ members as in the other and most of them¹² would be willing to ask these enterprises to join the Association but only less than half think that these enterprises would join TIVOSZ.¹³

The reason for not asking these companies to join was that the person could mention only few arguments in favor of joining the Association. The following reasons were mentioned by those who think that these enterprises would not join the Association:

The services provided by the Association are not in proportion with the membership fee

These enterprises are members in similar associations, for example in HAREM

The proposals made by similar organizations representing condominium associations and housing cooperatives are rarely taken into consideration at the government level

The leaders of the companies do not have enough time

Or they are not committed enough to their own profession

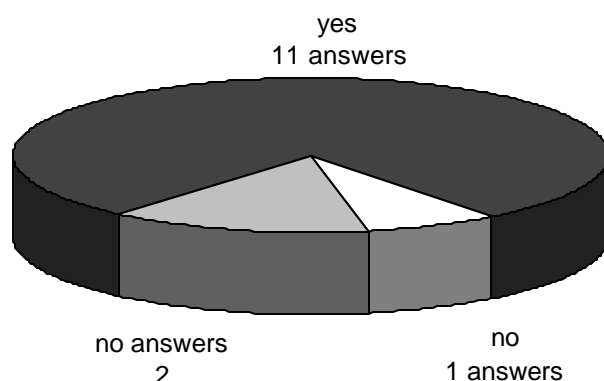
Or they do not have the expertise to be members in an association like this

¹¹ 13 out of the 14

¹² 11 people

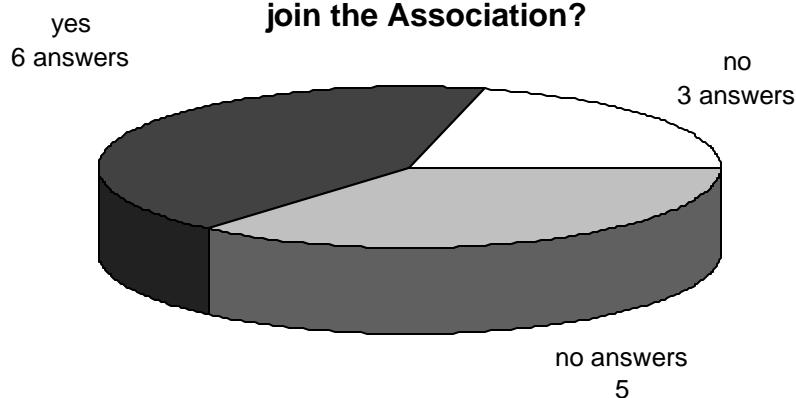
¹³ Six answers altogether

Would you be willing to ask the property managers you know and that are not members of TIVOSZ to join the Association?



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Do you think that the property management enterprises you know - which are not members of TIVOSZ - would join the Association?



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THE TASKS FOR TIVOSZ IN THE FUTURE

We asked the people in the survey to list three tasks that they thought would be important for TIVOSZ in the future. The following tasks were mentioned in the answers as important:

Protection of professional interests, arranging to find solutions together

- C) Collection and distribution of professional information
- C) Providing professional qualifications, organizing initial and advanced level training
- C) Creating organized, close relationships, facilitating discussions within the profession
- C) Organizing professional meetings and cooperation with other organizations
- C) Influencing government decisions more effectively in advance, preparing proposals for the necessary changes in the legislation, lobbying
- C) Organizing government assistance (e.g., for the renovation of blocks)
- C) Increasing the prestige of the profession
- C) Organizing and recruiting members

SURVEY OF OPINIONS

AMONG ORGANIZATIONS OUTSIDE TIVOSZ

SUMMARY

Among the professional interest representing organizations LOSZ and the Chamber of Commerce and Industry proved to be the best known of the property management enterprises we contacted. This is no surprise as most of the companies we contacted are members of these organizations.¹⁴ In Budapest there were mostly members of the Chamber and LÉTESZ, while in other cities membership in LOSZ was more characteristic.

TIVOSZ was known by 40 percent of them and with the exception of one enterprise none of the organizations surveyed was a member. The reason they have not joined the Association they said was mainly that they are members in one or more similar association, interest-representing group or club, the activities of which they are satisfied with.

Seventy-nine percent of the companies which know TIVOSZ heard about the Association from personal contact with a TIVOSZ member or from an invitation to a professional meeting and the overwhelming majority of them have not contacted TIVOSZ yet and 37-54 percent of them do not even know who can be a full or a supporting member.

Nearly three quarter of the organizations that do not know TIVOSZ think that information material sent in a letter informing about the services and the conditions of joining the Association would be the most suitable way to get to know about the organization.

Among the organizations they know, the property management companies were the most satisfied with the interest representing activity of LÉTESZ and LOSZ and they rated the Commercial and Industrial Chamber less favorably in this respect. Obviously, the companies were more satisfied with the activity of the organizations they were members of and they had the most first hand experience about.

Most of them do not anything about the services provided by TIVOSZ for its members and, of course, they hardly make any use of the services of the Association. The annual TIVOSZ membership fee was estimated by the enterprises to be 27-28 thousand HUF on average but the majority of them¹⁵ did not have enough information to evaluate the membership fee (and the services provided in exchange for that).

The companies think that in the professional fields their strength is mainly the knowledge of financial and banking services and accountancy and administration. Most of them need counseling concerning new technical solutions and 84 percent would be ready

¹⁴ In 47 and 36 percent

¹⁵ 56-64 of them

to accept help from TIVOSZ in these areas. Most of the representatives of companies think that assistance could take the form of personal consultations and individual counseling or mailing written leaflets and professional material.

According to the property management enterprises the Association should strengthen its existing services in the future as well as introducing new services to facilitate an increase in the legal, economic and technical knowledge of property management professionals and the creation of closer professional relationships and cooperation (for example training for condominium common representatives, technical and economic courses, legal and professional counseling, individual consultations, exchange of experience).

In the answers to the individual questions there were no significant differences among the property management enterprises contacted except in the proportions of the members of different organizations concerning whether they operate in Budapest or in other cities.

INTRODUCTION

Szonda Ipsos carried out a telephone public survey in May 1999 among 75 Hungarian property management enterprises, mostly not members of TIVOSZ, on their perception of the National Professional Association of Condominium and Property Management Enterprises (TIVOSZ) and on their opinion on other issues regarding the Association and the property management profession.

Through the survey we usually talked to managing directors or presidents but in a few cases another senior position person answered the questions.

THE COMPOSITION OF THE SAMPLE

<i>According to location</i>	
Budapest	31
Other cities	69
<i>According to ownership</i>	
Private enterprise	28
Municipality property management company	9
Housing cooperative	61
Other	1

<i>According to the number of flats managed</i>	
Under 40	52
40-175	24
Above 176	24
<i>According to the number of residential units managed</i>	
Under 801	49
802-1799	25
Above 1800	25
<i>According to the number of not real estate units</i>	
Under 31	49
32-179	25
Above 179	25
<i>According to income from residential buildings</i>	
Under 25%	19
26-50%	5
51-75%	7
Above 75%	53
Do not know	11
No answer	5
<i>According to income from property management performed on a commercial basis</i>	
Under 25%	51
26-50%	5
51-75%	3
Above 75%	21
Do not know	12
No answer	8
<i>According to forms of entrepreneurship</i>	
Limited partnership (Bt.)	15
Ltd. (Kft.)	20
Shareholders company (Rt.)	3
Housing cooperative	61
No answer	1

HOW WELL-KNOWN THE ORGANIZATIONS OF PROPERTY MANAGEMENT COMPANIES ARE

How Well-Known TIVOSZ and Various Other Organizations of Property Management Companies Are

Among the interest representing organizations of property management enterprises LOSZ and the Chamber of Commerce and Industry were known by the highest number of enterprises (72 and 67 percent). 40 percent of the people in the survey knew TIVOSZ and a somewhat smaller number had heard of the other professional organizations.¹⁶ TIVOSZ was known more in Budapest and among private enterprises especially among Ltds. While nearly half of the people in Budapest said that they had heard of the organization, in

¹⁶ 25-30 percent

other cities a somewhat smaller proportion 37 percent.¹⁷

Do you know these organizations involved in the representation of interests of companies managing residential buildings?

(the percentage of yes answers)

(N=75)

	<i>Percent</i>
LOSZ	72.0
Chamber of Commerce and Industry	66.7
TIVOSZ	40.0
Association of Condominium Common Representatives	34.7
LÉTESZ	34.7
Cerberus	3.3
MIGSZ	20.0

Do you know the National Professional Association of Condominium and Property Management Companies (TIVOSZ)?

(N=75)

	YES	NO	DO NOT KNOW
<i>According to location</i>			
Budapest	48	48	4
Other cities	37	64	0
<i>Total</i>	40	59	1
<i>According to form of ownership</i>			
Private enterprise	57	43	0
Municipality housing maintenance company	43	57	0
Housing cooperative	33	67	0
<i>Total</i>	40	59	1
<i>According to the number of flats managed</i>			
Under 40	41	59	0
40-175	44	50	6
Above 176	33	67	0
<i>Total</i>	40	59	1

¹⁷ These differences between Budapest and the other cities and the different forms of entrepreneurship and ownership are not significant, the results here provide only information, they cannot be generalized for a more extended professional area.

<i>According to residential units managed</i>			
802-1799	37	63	0
Above 1800	42	53	5
<i>Total</i>	40	59	1
<i>According to not real estate units managed</i>			
Under 31	40	58	3
32-179	38	63	0
Above 179	43	57	0
<i>Total</i>	40	59	1
<i>According to the proportion of income from residential buildings</i>			
0-25%	29	71	0
26-50%	25	75	0
51-75%	20	80	0
76-100%	50	48	3
None	75	25	0
No answer	50	50	0
<i>Total</i>	40	59	1

How did you find out about the Association?

(the percentages among those who know TIVOSZ)

(N=30)

	<i>Percent</i>
Read an advert or a report in the news	33.3
Saw/heard on the radio/TV	13.3
Was invited to one of their events	76.7
A member mentioned it	76.7

*Note: More than one answer is possible.***How Well-Known Are the Member Enterprises of TIVOSZ?**

Only every fifth person surveyed¹⁸ knew someone from the members or the Board of TIVOSZ personally, which means that the overwhelming majority have not yet been in contact with the Association. 37 percent of the enterprises do not know who can be a full member of the Association and 54 percent do not know who can be a supporting member.

Among those who gave an answer to the question about who they thought could join TIVOSZ 26 percent said that any condominium representative can be a full member. According to nearly 24 percent of the companies surveyed¹⁹ individual entrepreneurs, enterprises (Limited partnership, Ltd., shareholders companies) and housing cooperatives can apply to be members but according to more than one fifth of the answers companies and private individuals active in other branches of the property business can

¹⁸ Among those who have heard about TIVOSZ

¹⁹ Here, of course, we consider only those in the survey who gave an answer concerning who they thought could be a member of TIVOSZ.

only be supporting members.

	YES	NO	DO NOT KNOW
Do you know anyone personally from the members of TIVOSZ? (the percentage of answers among those who have heard of TIVOSZ) (N=46)	22	78	
Do you know anyone personally in the TIVOSZ Board? (the percentage of answers among those who have heard of TIVOSZ) (N=46)	20	73	7

The Ways of Contact Preferred by the Enterprises

Most of the enterprises that do not know TIVOSZ 74 percent think that mail correspondence would be the right method to come to know the Association, that is, they would like to learn more about the Association from information material sent in a letter. Half of them think that it would be a good idea to send the Articles of Association and the Ethical Code in a letter. Meeting the members of the Association in professional events, being contacted personally or informal discussions is less preferred by the representatives of the property management companies (35-44 percent of them think they are good ways of contact).

What kind of contact do you think would be suitable for providing information?
(the percentage of answers among those who do not know TIVOSZ)
(N=45)

	YES	NO	DO NOT KNOW
Information sent in mail	73.9	26.1	0.0
Articles of Association, Ethical Code sent in mail	50.0	47.8	2.2
Personal visit by a TIVOSZ member at your company	43.5	52.2	4.3
Meeting TIVOSZ members at professional events	39.1	60.9	0.0
Meeting TIVOSZ members informally	34.8	60.9	4.3

MEMBERSHIP AND REPRESENTATION OF INTERESTS IN ORGANIZATIONS OF PROPERTY MANAGEMENT ENTERPRISES

Membership in Organizations of Property Management Enterprises

Forty-seven percent of the property management enterprises we contacted through telephone are members in the National Association of Housing Cooperatives (LOSZ), while 36 percent of them are members in the Chamber of Commerce and Industry. Only

somewhat more than a tenth of them are members in MIGSZ²⁰ and a very small minority are members in the other organizations of property management enterprises.

Are you or your company a member of any of the following interest representing organizations?
(N=75)

	YES	NO	NO ANSWER
National Association of Housing Cooperatives (LOSZ)	47	51	2
Chamber of Commerce and Industry	36	63	3
Association of Hungarian Property Managers (MIGSZ)	11	87	3
Interest-Representing Professional Association of Housing Cooperatives and Condominiums (LÉTESZ)	7	91	3
Cerberus Condominium Management Clubs National Association	4	93	3
National Professional Association of Condominium and Property Management Enterprises (TIVOSZ)	1	96	3
Association of Condominium Common Representatives	0	97	3

Evaluation of the Interest-Representing Activity of the Well-Known Organizations of Property Management Enterprises

In the telephone interviews we asked all the company representatives to evaluate the work of the organizations they know on a scale of 5 regarding how well they represent the interests of property management companies. The people in the survey were most satisfied with LÉTESZ²¹ and LOSZ in this respect. In contrast, the interest representing activity of the Chamber of Commerce and Industry was rated quite unfavorably. The rating of the other organizations known by the enterprises in the survey tends to be positive in this respect, average or above that.

How well do you think the following organizations represent the interests of property management companies?

(among those who know the given organization)

		AVERAGE RATING
Chamber of Commerce and Industry	N=28	1.96
Association of Hungarian Property Managers (MIGSZ)	N=11	3.36
National Professional Association of Condominium and Property Management Enterprises (TIVOSZ)	N=18	3.22
National Association of Housing Cooperatives (LOSZ)	N=49	3.53
Interest-Representing Professional Association of Housing Cooperatives and Condominiums (LÉTESZ)	N=17	3.58
Cerberus Condominium Management Clubs National Association	N=10	2.40
Association of Condominium Common Representatives	N=17	3.17

²⁰ Association of Hungarian Property Managers

²¹ Interest-Representing Professional Association of Housing Cooperatives and Condominiums

OPINIONS ON JOINING TIVOSZ: THE MAIN REASONS FOR KEEPING AWAY FROM IT

According to the answers, the companies have not joined TIVOSZ mainly because they are members of one or more similar associations, interest-representing group or club, the activity of which they are satisfied with. Another important reason for not joining is that the enterprises do not know TIVOSZ well enough.

Therefore the reason these enterprises do not join TIVOSZ is not so much because they doubt the quality or usefulness of the services provided by the Association but rather that as they are members of one or more other association they do not want to take part in the work of another association actively.

What role have the reasons below played in the fact that you have not joined TIVOSZ?
(N=16)

	AVERAGE RATING <i>1=not important</i> <i>5=very important</i>
Do not know the Association well enough	2.78
Do not need the services provided by the Association	1.83
There is no use for such association	1.83
For personal reasons	1.00
The membership fee is high	1.25
Member in another association and satisfied with it	3.53
Have no time to take part in the activity of the Association	1.66
Pay the membership fee in the chamber and do not want to pay more	1.27
Do not know whether you can be a member	1.44
For other reasons	1.44

THE SERVICES PROVIDED BY TIVOSZ

How Well the People in the Survey Know the Services of TIVOSZ

Most of the property management enterprises in the survey (54-75 percent) do not know the services provided by TIVOSZ for its members. Nearly half of the people surveyed know that the Association organizes professional conferences and one third of them know that it has a regular newsletter and an Internet homepage. Besides these, the following services of the Association are the ones that are relatively well-known.²²

²² 28 percent of the people in the survey heard about them

Summary on the legal issues of property management
 Professional training for company managers
 Opportunity to give an opinion on the regulatory issues concerning the profession in
 the preparatory phase of decision-making
 Ethical committee

Do you know what services are provided by TIVOSZ at present?

(among those who know TIVOSZ)

(N=46)

	YES	NO	DO NOT KNOW
Has the Association got			
A regular newsletter	33	13	54
An internet homepage	33	7	61
An ethical committee	28	7	65
An ad hoc committee	17	11	72
A summary on legal issues and changes	28	11	61
Does the Association organize			
Professional conferences	48	4	48
Professional training for company managers	28	13	59
Professional training for company staff	22	20	59
Professional excursions	15	9	76
Professional training programs compulsory for property management enterprises	22	20	59
The Association			
Gives an opinion on the regulatory issues concerning the profession in the preparatory phase	28	9	63
Provides an opportunity for the members to appear personally and advertise the activity of their company	17	7	76
Do you know of other services of the Association?	0	52	48

Making Use of the Services Provided by TIVOSZ

The overwhelming majority (60-90 percent) of the enterprises make use only of a few of the services of TIVOSZ.²³ However, more than half of the people surveyed²⁴ have taken part in a professional conference organized by TIVOSZ, 23 percent of them have also taken part in professional training organized for company managers and one-third of them knows the regular newsletter of the Association.

It is interesting to note that none of the people in the survey have made use of the advertising opportunities that go with TIVOSZ membership and three quarter of them do not even know about them at all.

²³ Among those who know about the given service

²⁴ 55 percent of them

In what form do you think assistance from the Association would be helpful?

(N=75)

Personal contact, exchange of experience, consultation	37
In writing, in letters, through telephone, with professional materials, with information leaflets	24
Professional counseling	5
Conference, presentation	5
Explaining legislation, legal representation, participation in the preparation of legislative amendments	5
Financial assistance	3
No answer	12

Have you made use of the following services of TIVOSZ?

(among those who know about the given service)

		YES	NO	DO NOT KNOW/ NO ANSWER
Regular newsletter	N=15	33	60	7
Summary on legal issues and changes	N=13	15	77	8
Professional conferences	N=22	55	41	5
Professional training for company managers	N=13	23	77	0
Professional training for company staff	N=10	20	80	0
Giving an opinion on the regulatory issues concerning the profession in the preparatory phase of decision making	N=13	10	90	0
Opportunity for the members to appear personally, to advertise the activity of their company	N=8	0	84	15

The Services of TIVOSZ and Membership in the Association

The people in the survey thought that most of the services provided by the Association are available for non-member enterprises as well. They think that mainly the professional conferences and the professional training for company managers are the services available for those who are not members of TIVOSZ. Eighty percent of them thought that training for the *staff* of property management companies are open only for TIVOSZ members. Opinions were divided on the newsletter: half of the enterprises (47 percent) think that it is only for members, while the other half (53 percent) think that it can be ordered by non-members as well.

Who do you think can make use of the following services of the Association?

(among those who have heard of TIVOSZ)

(N=46)

	ONLY MEMBERS	NON-MEMBERS AS WELL	DO NOT KNOW/ NO ANSWER
Regular newsletter	47	53	0
Summary on legal issues and changes	31	62	8
Professional conferences	9	91	0
Professional training for company managers	15	77	8
Professional training for company staff	80	0	20
Giving an opinion on the regulatory issues concerning the profession in the preparatory phase of decision making	20	70	10
Opportunity for the members to appear personally, to advertise the activity of their company	15	54	31
Other services of the Association	38	50	13

Suggestions for New Services by the Association

Through the telephone interviews we asked the representatives of the property management companies to mention activities that could serve as new tasks for the Association in the future. In the answers the following possible services (or the strengthening of existing services) were mentioned:

- Organizing professional training (for example training for the representatives of condominiums, training on technical and economic issues)
- Active participation in the process of legislation, preparing new laws and amendments together)
- Strengthening the representation of professional interests
- Providing professional information, informing the public (including other cities beside Budapest to a greater extent), providing information on timely legal and financial changes, preparing written professional material
- Organizing forums for the exchange of professional experience, liaison with other organizations
- Professional (legal, economic) counseling, appraisal

OPINIONS ON TIVOSZ***Evaluation of the Activity of the Association***

Out of the 46 enterprises that have already heard of TIVOSZ only 19 gave their opinion on TIVOSZ. (As the number of opinions is small, we should consider the numbers and not percentages). Six people thought that the organization does not operate efficiently enough and five noted deficiencies in professional relationships and in communication in

general. Another four companies although for other reasons were also dissatisfied with the activity of TIVOSZ but the others were mainly satisfied and attributed the problems that may happen to the fact that it is a new organization.

Opinions on the Annual Membership Fee

The enterprises estimated the annual TIVOSZ membership fee to be 27-28 thousand HUF on average. Many (64 percent) could not judge the amount of the annual membership fee from any aspects. It is interesting to note that 17 percent thought that the annual membership fee was high and too much compared to the services provided. At the same time one fifth of the companies thought that the membership fee of the Association was just right and equal to the services provided.

Do you think that the annual membership fee of TIVOSZ is too low, too high or just right?

(the percentage of the answers among those who have heard of TIVOSZ)

(N=46)

	<i>Percent</i>
Too low	2
Too high	17
Just right	17
Do not know	64

THE STRENGTHS AND WEAKNESSES OF PROPERTY MANAGEMENT COMPANIES

The enterprises contacted by us through telephone think that their strength in the areas related to the profession are mainly accounting and administration, common budgeting, financial management and the knowledge of financial and banking services. They also rated their financial (and banking) knowledge and their relationship with the utility companies and offices favorably.²⁵ They need help mainly in collecting arrears and in their knowledge of new technical solutions.

If we do not look at the average but the frequency of the marks, we can see that accounting and administration is no problem for 92 percent of the companies. They say they need help, however, in the knowledge of the newest technical solutions and the collection of arrears. 13 percent of the companies said that they have difficulties in collecting the arrears and 17 percent of them was sure that they need help in this respect.

Which of the following areas related to property management do you think are the strengths of

²⁵ 3.41-3.49 average values

your companies and in which would you need help the most?

(N=75)

	AVERAGE OF MARKS
	<i>1 = need help</i>
	<i>5 = strength</i>
Accounting, administration	3.80
Planning common costs, financial management	3.69
Knowledge of financial and banking services	3.49
Relationship with utility companies and offices	3.41
Inviting tenders, selecting the contractors and concluding the contracts	3.37
Relationship with the clients, conflict management	3.32
Legal issues	2.97
Renovations, planning organizing and implementing maintenance	2.97
Computers in the office	2.95
The knowledge of the newest technical solutions	2.77
Collection of arrears	2.71

Do you think that accounting and administration are the strength of your company or you need help in this respect?

(the percentage of answers)

(N=75)

	<i>Percent</i>
Strength	46
Can easily do it	21
It is no problem	25
It is difficult	1
Do not know	7

Do you think that the collection of arrears is a strength of your company or you need help in this respect?

(the percentage of answers) (N=75)

	<i>Percent</i>
Strength	16
Can easily do it	31
It is no problem	13
It is difficult	13
Need help	17
Do not know	10

TAKING PART IN THE ACTIVITY OF TIVOSZ

In the areas they think are the strengths of their company, 39 percent of the company representatives would be willing to hold a lecture. 36 percent of them would also be willing to take part in the preparation of publications and 40 percent would take an active part in compiling the training material. One third of the company representatives surveyed would be ready to take part in the training activity of the Association as trainers and several²⁶ people would be willing to perform other functions related to the Association. The readiness to take part in the activity of TIVOSZ does not depend significantly whether the enterprises operate in Budapest or in other cities.

In the areas you think are the strengths of your company would you be ready to take part in the following activities of TIVOSZ?

(the percentage of answers among those who do not know TIVOSZ)

(N=75)

	YES	NO	DO NOT KNOW
Making presentations	38.7	54.7	6.6
Preparing publications	36.0	57.3	6.6
Taking part in the preparation of training material	40.0	56.0	4.0
Taking part as trainers	33.3	61.3	4.3
Other activities	13.3	80.0	6.6

²⁶ More than 10 percent of the people surveyed

THE PREFERRED FORM OF ASSISTANCE TO BE RECEIVED FROM TIVOSZ

Eighty-four percent of the property management enterprises would definitely be ready to accept assistance or advice from the Association in the areas where they think they need help. There were no significant differences between the enterprises in Budapest and in other cities in this respect, the percentage of those who would accept assistance is nearly the same.

Most of the people would like to receive assistance in the form of personal contact and consultations, but many would like to have written professional material and summaries on professional issues, problematic cases and their successful practical solution. A smaller percentage of the people would like to receive assistance in the form of professional counseling and others think that the conferences and other events organized by TIVOSZ are suitable to discuss professional issues.

In the areas where your company need help, would you accept assistance and advice?

(the percentage of the answers)

(N=75)

	<i>Percent</i>
Yes	84
No	12
Do not know	4